

USER INTERFACE FOR "HOW TO USE" APPLICATION
OF AUTOMATED SELF SERVICE CALL CENTER

ABSTRACT OF THE DISCLOSURE

A method of providing a verbal dialog interface for a caller to an automated self-service "how to use" call system. The method uses a combination of natural
5 language and directed dialog techniques to permit callers to hear instructions through three paths: by saying the name of a topic, by selecting the topic from a menu, or by describing the topic. A playback feature permits the caller to control the pace of presentation of the dialog.
10 Partitioning of the dialog into modules ensures that the caller remains on track during the dialog.